



## What is LiveHealth Online?

With LiveHealth Online, you can talk face-to-face with a doctor through your mobile device or a computer with a webcam. No appointments, no driving and no waiting at an urgent care center. Use your smartphone, tablet or computer to see a board-certified doctor in minutes.

LiveHealth Online can be used for urgent care and other medical services.

Access LiveHealth Online 24/7 for urgent care. It's a fast, easy way to get care for common medical conditions like the flu, colds, allergies, pink eye, sinus infections, and more.

You can use LiveHealth Online to make virtual appointments during office hours with specialists too.

- LiveHealth Online Psychology – Use your device to make an appointment to see a therapist or psychologist online.
- LiveHealth Online Psychiatry – Unlike therapists who provide counseling support, psychiatrists can also provide medication management. Use your device to set up a visit online.
- LiveHealth Online EAP – You can access your free EAP counseling sessions from your device. Contact your EAP at 1-855-223-9277 to learn more.
- Lactation Support – If you're a new mom, use LiveHealth Online for online visits with a lactation consultant, counselor or registered dietician through the Future Moms with Breastfeeding Support program.
- LiveHealth Online Health Sleep – Access to virtual sleep specialists that can order at-home sleep evaluations, diagnose sleep disorders and design treatment plans to improve sleep and overall health.

## How much does LiveHealth Online cost?

COVA Care members pay \$0 for a LiveHealth Online visit. COVA HDHP members pay \$59 for a LiveHealth Online visit or 20% after deductible.

## How do I access LiveHealth Online?

For 24/7 urgent care, begin a session at any time through our Sydney Health<sup>SM</sup> app. From the home page, select Care, then Video Visit.

For mental health and specialty care, set up an appointment through the Sydney Health app. From the home page select Care, then Video Visit. Hours are Monday through Friday, 9 a.m. to 9 p.m. ET

## Why would I use LiveHealth Online instead of going to visit my doctor in person?

LiveHealth Online is not meant to replace your primary care physician. However, it is a convenient option for care if your physician is not available, or if you need care for common problems like a cold or the flu. LiveHealth Online connects you with a board-certified doctor in just a couple of minutes.

LiveHealth Online should not be used for emergency care. If you experience a medical emergency, call 911 immediately.

## How long does a LiveHealth Online session with a doctor usually last?

A typical LiveHealth Online session lasts about 10 minutes.

## When is LiveHealth Online available?

Doctors are available on LiveHealth Online 24/7, 365 days a year. Mental health and specialty care appointments can be made Monday through Friday, 9 a.m. to 9 p.m. ET

## How does LiveHealth Online work?

When you need to see a doctor, download the Sydney Health app and look for Video Visit under the Care tab, or register online at [livehealthonline.com](https://livehealthonline.com).

Once connected, you can talk and interact with the doctor as if you were in a private exam room.

**Do doctors have access to my health information?**

LiveHealth Online doctors can only access your health information and review previous treatment recommendations and information from prior LiveHealth Online visits.

If you are using LiveHealth Online for the first time, you will be asked to answer a brief questionnaire about your health before you speak with a doctor. Then, the information from your first online visit will be available for future LiveHealth Online visits.

**Will I be charged more if I use LiveHealth Online on weekends, holidays or at night?**

No, the cost is the same.

**How do I pay for a LiveHealth Online session?**

LiveHealth Online accepts Visa, MasterCard, American Express and Discover cards as payment for an online visit with a doctor. Please keep in mind that charges for prescriptions aren't included in the cost of your doctor's visit.

**Can I get a prescription from the doctor during my LiveHealth Online visit?**

Yes, in Virginia you can. Keep in mind some state laws require a face-to-face visit before allowing prescriptions. Every state is different and these laws change often. Please visit [livehealthonline.com](http://livehealthonline.com) to see if online visits with a doctor are available in the state in which you are using LiveHealth Online. Please note that doctors using LiveHealth Online are not able to prescribe controlled substances or lifestyle drugs.

**Who do I get in touch with if I still have questions?**

You can email [help@livehealthonline.com](mailto:help@livehealthonline.com) or call toll free at 1-855-603-7985.

If you send us an email, please be sure to include:

- Your Name
- Your email
- A phone number where you can be reached.



LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

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